

Home-related – Triggered

Home Name: _____ Inspection Number: _____ *(hard copy use only)*
 Date: _____
 Inspector ID: _____

Definition / Description	
Emotional Abuse:	<p>Action or behaviour performed by anybody except by a resident, that includes, without being limited to:</p> <ul style="list-style-type: none"> • threatening • insulting • intimidating or humiliating gestures • behaviour or remarks • imposed social isolation including shunning or ignoring or lack of acknowledgement, and • infantilization. <p>Also includes actions or behaviours performed by a resident that cause alarm or fear to another resident, where the resident performing the action or behaviour understands the consequences.</p>
Financial Abuse:	Misappropriation or misuse of a resident's money or property.
Neglect:	The failure to provide a resident with the treatment, care, services or assistance required for health, safety or well being, including inaction or a pattern of inaction that jeopardizes the health or safety of one or more residents.
Physical abuse:	<p>a) the use of physical force by anyone other than a resident that causes physical injury or pain,</p> <p>b) administering or withholding a drug for an inappropriate purpose, or</p> <p>c) the use of physical force by a resident that causes physical injury to another resident.</p>
Sexual Abuse:	<p>a) Any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member, subject to the following exclusions: (i) touching, behaviour or remarks of clinical nature that are appropriate to care provision or assistance with activities of daily living or (ii) consensual touching, behaviour or remarks of a sexual nature in the course of a sexual relationship that began before the resident was admitted to the home or before the licensee/staff member became a licensee/staff member, or</p> <p>b) Any non-consensual touching, behaviour or remark of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or staff member.</p>

Verbal Abuse:	Any form of verbal communication of a belittling or degrading nature which may diminish the resident's sense of well-being, dignity or self worth made by anyone other than a resident. Verbal abuse also includes any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for his or her safety where the resident making the communication understands and appreciates its consequences. (LTCHA)
Whistle-blowing Protection:	No person shall retaliate against another person, whether by action or omission. Or threaten to do so because anything has been disclosed to an Inspector, Director and/or advised of a breach of a requirement or matter concerning the care of a resident or the operation of the LTC home that is believed ought to be reported or evidence given in a proceeding in respect of the enforcement the LTCHA or an inquest under the <i>Coroners Act</i> . LTCHA 2007, c.8, s. 26 (1)
Retaliation:	The following constitutes retaliation for the purposes of c. 8, s. 26 (1) of the LTCHA <ol style="list-style-type: none"> 1. Dismissing a staff member 2. Disciplining or suspending a staff member 3. Imposing a penalty upon any person 4. Intimidating, coercing or harassing any person.
Discriminatory Treatment:	Discriminatory treatment for the purposes of c. 8, s. 26 (3) includes any change or discontinuation of any service to or care of a resident or the threat of any such change or discontinuation. LTCHA 2007, c. 8, s. 26 (4)

Use
<p>This IP is a home-related triggered task used to review prevention of abuse, neglect and retaliation, during the annual inspection of the LTC home.</p> <p>The inspector may also select and complete this IP when a concern(s) related to abuse, neglect and retaliation is raised while conducting any type of inspection.</p> <p>The inspection focuses on the licensee's obligations to protect residents from abuse by anyone and ensure that residents are not neglected by the licensee or staff.</p> <p>Note: 'Criminal reference check' is a transitional regulation (to r. 215 (1-4)). Inspector will identify any non-compliance related to this transitional regulation through Ad Hoc Notes as of July 1, 2011.</p>

Procedure

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains three (3) parts:

- Part A: Licensee's response to alleged, suspected or actual abuse / neglect
- Part B: Policy and Procedure Review
- Part C: Retaliation and Whistle-blowing protection

During the Annual Inspection:

1. Assigned inspector(s) will open and complete the triggered task, using one (1) IP only.
2. The inspector must answer the applicable questions in all three (3) Parts.
3. Review written evidence of the licensee's response to alleged, suspected or witnessed incidents for all resident situations that triggered abuse or neglect from the Stage 1 process.
4. If there are less than three (3) residents triggered from the Stage 1 process, the inspector will select additional residents from the home CIS reports of alleged abuse or neglect of care, to fulfill the minimum requirement of three (3) residents.
5. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

Note: For incidents of altercations between residents, the inspector will select the Responsive Behaviours IP for further inspection where appropriate.

Important Note: When completing Part C (Retaliation and Whistle-blowing protection) -- If the person found to be allegedly carrying out the retaliation is not the licensee or a person employed by the licensee, the inspector must discuss the situation with their respective Service Area Office (SAO) Manager prior to taking any potential action.

PART A: Licensee's response to alleged, suspected or actual resident abuse/neglect**Record Review**

Review the following LTC home records as appropriate to determine where the licensee has implemented procedures for:

- Immediate notification/reporting of all suspected, alleged or witnessed incidents of abuse or neglect causing harm or risk of harm to a resident, to:
 - Home management
 - The Director
 - Resident's SDM and/ or designate
 - Police, where the licensee suspects criminal offence, and
 - Other governing bodies as applicable.
- Immediately reporting the results of all investigations to the resident's SDM and person specified by the

resident (designate) and the Director

- Submitting a written report of the investigation to the Director within 10 days of licensee becoming aware of alleged, suspected or witnessed incidents, or at a time required by the Director
- All alleged, suspected or witnessed incidents of abuse or neglect to be investigated
- Assistance and support to be provided prevent further abuse while an investigation is in progress
- Actions to be action to deal with a person who abused or neglected a resident(s)
- Immediate actions to be taken to prevent recurrence and long-term actions planned to correct the situation and prevent recurrence
- Evaluation at least once every calendar year, of the effectiveness of the home's policy to promote zero tolerance of abuse and neglect of residents.

			Information Gathering	
			Record Review	
Notes				

Resident / Substitute Decision-Maker Interview

Interview the selected resident, family or responsible party to determine whether they:

- Feel safe and protected in the home
- Are aware of the home's policy to promote zero tolerance of abuse/neglect of residents and Residents' Bill of Rights
- Are aware of to whom and how to report allegations, incidents, and/or complaints, unless this information has already been obtained
- Are aware of whistle-blowing protections
- Have been abused, for example, physically, verbally, or had property stolen. If "yes", determine the following:
 - has the resident/ SDM reported the concern?
 - how did the home respond to the reported concern?
 - was the resident/SDM satisfied with the action taken?

			Information Gathering	
			Resident / SDM Interview	
Notes				

Duty to protect resident from abuse/neglect

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents protected from abuse by anyone and free from neglect by the licensee or staff in the home?	s. 19 (1)

Notes	
--------------	--

Notify resident representative following investigation

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the resident and resident's SDM were notified of the results of the alleged abuse or neglect investigation immediately upon the completion?	r. 97 (2)

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the resident's SDM and any other person specified by the resident were notified within 12 hours upon becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect of the resident?	r. 97 (1) (b)

Notes	
--------------	--

Staff Interview/Observations

Interview at least five (5) direct care staff representing all three shifts and disciplines to determine whether each staff member is:

- Trained and knowledgeable about the licensee's policy for promoting zero tolerance of abuse/neglect of residents and residents' rights
- Trained in dealing with difficult behaviours with appropriate interventions. (*Refer to Responsive Behaviours IP where appropriate*)
- Knowledgeable regarding the requirements for mandatory reporting
- Trained and knowledgeable about whistle-blowing protection.

Interview at least three (3) supervisory staff who interact with residents (Nursing, Dietary, Accommodation Services, Activities and Social Services, where applicable). Determine how they monitor:

- Provision of care/services
- Staff/resident interactions
- Deployment of staff to meet residents' needs
- Potential for staff burnout which could lead to resident abuse or neglect.

Observations:

- The protection of residents in the home from abuse and neglect
- Staff-to-resident interactions during the provision of care and services on all shifts to determine whether care is provided with courtesy, respect and dignity
- Resident-to-resident interactions to determine any indication of responsive behaviours and staff interventions (*Refer to Responsive Behaviours IP where appropriate*)
- Postings of Residents' Bill of Rights and complaint procedures in the home (*Refer to Admission Process IP*)

<i>where appropriate).</i>			
Information Gathering			
Staff Interviews/Observations			
Notes			

Staff training to promote zero tolerance of abuse and neglect

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that staff receive training on the home policy to promote zero tolerance of abuse and neglect of residents, prior to performing their responsibilities?	s. 76 (2) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that staff receive training in the area of mandatory reporting under section 24 of the Act of improper or incompetent treatment or care, unlawful conduct, abuse or neglect resulting in harm or potential harm to a resident, prior to performing their responsibilities?	s. 76 (2) 4
Notes					

Notification/Report of Abuse/Neglect

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the resident's SDM and any other person specified by the resident were immediately notified upon becoming aware of the alleged, suspected or witnessed incident of abuse or neglect of the resident that: <ul style="list-style-type: none"> • resulted in a physical injury or pain to the resident, or • caused distress to the resident that could potentially be detrimental to the resident's health or well-being? 	r. 97 (1) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the person who had reasonable grounds to suspect that any of the following has occurred or may occur, immediately report the suspicion and the information upon which it was based to the Director? <ol style="list-style-type: none"> 1. Improper or incompetent treatment of care of a resident that resulted in harm or a risk of harm. 2. Abuse of a resident by anyone or neglect of a resident by the 	s. 24 (1) 1, 2, 3, 4, and 5

				licensee or staff that resulted in harm or risk of harm. 3. Unlawful conduct that resulted in harm or risk of harm to a resident. 4. Misuse or misappropriation of a resident's money. 5. Misuse or misappropriation of funding provided to a licensee under the Act.	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the appropriate police force was immediately notified of any alleged, suspected, or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence?	r. 98
Notes					

Investigation/action of alleged abuse/neglect

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that every alleged, suspected or witnessed incident that the licensee knows of, or that is reported is immediately investigated: i) Abuse of a resident by anyone ii) Neglect of a resident by the licensee or staff, or iii) Anything else provided for in the regulations?	s. 23 (1) (a) (i) (ii) and (iii)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that appropriate action is taken in response to every such incident?	s. 23 (1) (b)
Notes					

Report to Director following investigation

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the results of the abuse or neglect investigation were reported to the Director?	s. 23 (2)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director included the	r. 104 (1) 1

				following description of the incident: <ul style="list-style-type: none"> • type of incident • area or location of the incident • date and time of the incident, and • events leading up to the incident? 	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director included the following description of the individuals involved in the incident: <ol style="list-style-type: none"> i. names of all residents involved in the incident, ii. names of any staff members or other persons who were present at or discovered the incident, and iii. names of staff members who responded or are responding to the incident? 	r. 104 (1) 2 (i) (ii) and (iii)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director included the following actions taken in response to the incident: <ol style="list-style-type: none"> i) what care was given or action taken as a result of the incident and by whom ii) whether a physician or Registered Nurse in the Extended Class was contacted iii) what other authorities were contacted about the incident, if any iv) whether a family member, person of importance or SDM of any resident(s) involved in the incident was contacted and the name of such person or persons, and v) the outcome or current status of the individual or individuals who were involved in the incident? 	r. 104 (1) 3 i, ii, iii, iv, and v
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director included the following analysis and follow-up actions: <ol style="list-style-type: none"> i) the immediate actions that have been taken to prevent recurrence, and ii) the long-term actions planned to correct the situation and prevent recurrence? 	r. 104 (1) 4 i, and ii

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director included the following actions taken in response to the incident: <ul style="list-style-type: none"> • name and title of the person making the report to the Director • date of the report • whether an inspector has been contacted, and if so, • date of the contact and the name of the inspector? 	r. 104 (1) 5

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the report to the Director was made within 10 days of becoming aware of the alleged, suspected or witnessed incident, or at an earlier date if required by the Director?	r. 104 (2)

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that if unable to provide a report within 10 days, that a preliminary report is made to the Director within 10 days, followed by a final report within the time specified by the Director?	r. 104 (3)

Notes	
--------------	--

Evaluation

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it?	r. 99 (a)

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that at least once in every calendar year, an evaluation is made to determine the effectiveness of the licensee's policy to promote zero tolerance of abuse and neglect of residents, and what changes and improvements are required to prevent further occurrences?	r. 99 (b)

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the results of the analysis undertaken of every incident of abuse or neglect of a resident at the home are considered in the evaluation?	r. 99 (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the changes and improvements resulting from the annual evaluation to determine the effectiveness of the policy to promote zero tolerance of abuse and neglect of residents, are promptly implemented?	r. 99 (d)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that a written record of everything provided for in the annual evaluation of the policy to promote zero tolerance of abuse and neglect of residents, including the date, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented, is promptly prepared?	r. 99 (e)
Notes					

PART B:
Policy and Procedures Review

Obtain and review the licensee's written policy to promote zero tolerance of abuse and neglect of residents to determine:

- What constitutes abuse and neglect
- Procedures for investigating and responding
- Program for prevention of abuse and neglect
- Duty to make mandatory reports
- Communication to resident/SDM, designates, and staff
- Assistance and support for the abused/neglected residents
- Consequences for those who abuse or neglect residents
- Measures and strategies to prevent abuse and neglect
- Training of staff (both new employees and ongoing training for all employees and volunteers).

Note: After July 1, 2011, obtain a list of all employees hired and accepted volunteers within the past four (4) months. Select five (5) employees or accepted volunteers from the list. Request that the home provide written evidence of pre-screening of the five (5) employees or accepted volunteers to ensure compliance with ministry requirements.

Information Gathering			
Policy to promote zero tolerance of abuse and neglect			
Notes			

Policy to promote zero tolerance of abuse and neglect:

No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is a written policy that promotes zero tolerance of abuse and neglect of residents and that it is complied with?	s. 20 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the policy to promote zero tolerance of abuse and neglect of residents shall: <ul style="list-style-type: none"> a) provide that abuse and neglect are not to be tolerated b) clearly set out what constitutes abuse and neglect c) provide for a program, that complies with the regulations, for preventing abuse and neglect d) contain an explanation of the duty under section 24 of the Act to make mandatory reports e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents f) set out the consequences for those who abuse or neglect residents g) comply with any requirements respecting the matters provided for in clauses (a) through (f) that are provided for in the regulations, and h) deal with any additional matters as may be provided in the regulations? 	s. 20 (2) (a), (b), (c), (d) (e), (f), (g), and (h)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the policy to promote zero tolerance of abuse and neglect of residents is communicated to all staff, residents and SDMs?	s. 20 (3)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the home's written policy to promote zero tolerance of abuse and neglect of residents contains procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected?	r. 96 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the home's written policy to promote zero tolerance of abuse and neglect of residents contains procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate?	r. 96 (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
29.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the home's written policy to promote zero tolerance of abuse and neglect of residents identifies measures and strategies to prevent abuse and neglect?	r. 96 (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
30.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the home's written policy to promote zero tolerance of abuse and neglect of residents identifies the manner in which allegations of abuse and neglect will be investigated, including: <ul style="list-style-type: none"> • who will undertake the investigation, and • who will be informed of the investigation? 	r. 96 (d)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
31.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that the home's written policy to promote zero tolerance of abuse and neglect of residents identifies the training and retraining requirements for all staff including: <ol style="list-style-type: none"> i) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care, and ii) situations that may lead to abuse and neglect and how to avoid such situations? 	r. 96 (e) (i) and (ii)

Notes	
--------------	--

No.	Yes	No	N/A	Question	Act/Reg.
32.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that criminal reference checks are conducted prior to hiring the staff member and/or accepted volunteer who is 18 years of age or older?	s. 75 (2)

Notes	
--------------	--

PART C: Retaliation and whistle-blowing protection

Interview/Record Review

Retaliation and whistle blowing protection

Interview the affected person i.e. resident/SDM or designate or staff or volunteer or any other person providing service in the home, to the degree possible to gather information to determine:

- The person's awareness of what constitutes retaliation.
- Whether the alleged retaliation against the person relates to a report made to an Inspector or the Director relevant to the care of a resident or operation of the home,
- Whether any of the following actions have been taken against the person by the licensee, or person who manages the home, or staff, or volunteer, or any other person providing service in the home including:
 - Dismissing a staff member
 - Disciplining or suspending a staff member
 - Imposing a penalty upon any person
 - Intimidating, coercing or harassing any person
 - Discharging a resident, threatening with discharge, or in any way subjecting the resident to discriminatory treatment
 - Family member, SDM, or person of importance to the resident is threatened with the possibility of the resident being discharged, or threatened with discharge, or in any way subjected to discriminatory treatment.

Interview the licensee (designate) or applicable person(s) who manages the home, to the extent possible, to determine:

- Awareness of the alleged incident of retaliation
- Where applicable, the action taken regarding the incident of alleged retaliation, and
- Access to any documentation relevant to the alleged incident of retaliation.

Interview the staff member(s) responsible for staff orientation and training and for conducting the resident admission process. And, request to review relevant records to determine whether:

- Training materials for staff and volunteers include information relevant to whistle-blowing protection consistent with ministry requirements
- Training was provided to the staff member(s) in the area of whistle-blowing protection, prior to performing their responsibilities and how this is monitored

No.	Yes	No	N/A	Question	Act/Reg.
36.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has any person retaliated against another person, whether by action, omission, or threat to do so, because the Director has been advised of: <ul style="list-style-type: none"> a matter concerning the care of a resident or the operation of a long-term care home, that the person advising believes ought to be reported to the Director? 	s. 26 (1) (b) (iii)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
37.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has any person retaliated against another person, whether by action, omission, or threat to do so where evidence has been or may be given in a proceeding, including: <ul style="list-style-type: none"> a proceeding regarding the enforcement of the LTCHA, or in an inquest under the <i>Coroners Act</i>? 	s. 26 (1) (c)
Notes					

No retaliation against residents

No.	Yes	No	N/A	Question	Act/Reg.
38.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was a resident discharged from the home, threatened with discharge or in any way subjected to discriminatory treatment, or was a family member, SDM or person of importance to the resident threatened with the possibility of any of these things, because they disclosed information to: <ul style="list-style-type: none"> an inspector, the Director, about the following: <ul style="list-style-type: none"> improper or incompetent treatment or care of a resident by anyone abuse of a resident by anyone or neglect of a resident by the licensee or staff unlawful conduct misuse or misappropriation of a resident's money misappropriation of funding provided to a licensee under the LTCHA? Even if the resident or another person acted maliciously or in bad faith.	s. 26 (3)
Notes					

May not discourage reporting

No.	Yes	No	N/A	Question	Act/Reg.
39.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the <u>licensee or a person who manages the home</u> , done anything that discourages, is aimed at discouraging or that has the effect of discouraging any person from reporting anything to an inspector or the Director?	s. 26 (5) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
40.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the <u>license or if the person who manages the home is a corporation, an officer or director of the corporation</u> , done anything that discourages, is aimed at discouraging or that has the effect of discouraging any person from reporting anything to an inspector or the Director?	s. 26 (5) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
41.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has a <u>member of the management committee or of the board of management</u> for the home done anything that discourages, is aimed at discouraging or that has the effect of discouraging any person from reporting anything to an inspector or the Director?	s. 26 (5) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
42.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have <u>staff</u> done anything to discourage, aimed at discouraging or has had the effect of discouraging any person from reporting anything to an inspector or the Director?	s. 26 (5) 4
Notes					

May not encourage failure to report

No.	Yes	No	N/A	Question	Act/Reg.
43.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee, or if the person who manages the home is a corporation, an officer or corporate director, or a member of the committee of management or staff, done anything to encourage a person to fail to report anything to an inspector or the Director?	s. 26 (6)
Notes					

Staff training in area of whistle-blowing protection

No.	Yes	No	N/A	Question	Act/Reg.
44.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that staff receive training in the area of whistle-blowing protections afforded under section 26, prior to performing their responsibilities?	s. 76 (2) 5
Notes					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to the Prevention of Abuse, Neglect and Retaliation, for example:

- Admission Process
- Continence Care and Bowel Management
- Critical Incident Response
- Dignity, Choice and Privacy
- Falls Prevention
- Hospitalization and Death
- Infection Prevention and Control
- Medication
- Minimizing of Restraining
- Nutrition and Hydration
- Pain
- Personal Support Services
- Reporting and Complaints
- Responsive Behaviours
- Safe and Secure Home
- Skin and Wound Care
- Sufficient Staffing
- Training and Orientation